

	Cust Lname	Cust Fname	MID	Cust Id	Creation Ts	Subject
1	OLENSKY	ARTHUR	3344232627	3465118	4/17/00 10:28	Power Reduction - GC
2	GOLSON	KIMBERLY	3344210864	8974898	4/17/00 10:32	Power Reduction - GC
3	STAFFORD SR	WILLIAM	3349794940	3716019	4/17/00 10:36	Power Reduction - GC
4	MURPHY	MERLE	3349798742	8959792	4/17/00 11:06	Power Reduction - GC
5	SHALLOW	ROBERT	3349893980	5335957	4/17/00 11:30	Power Reduction - GC
6	DEFAULT GTE	DEFAULT	4404442000	12127020	4/17/00 12:13	Power Reduction - GC
7	PAMPEL	TERRY	3349792079	7975063	4/17/00 13:17	Power Reduction - GC
8	MILLER	BARRY	3349794654	10275556	4/17/00 13:56	Power Reduction - GC
9	MOSS	KATHY	3349792017	8226084	4/17/00 13:58	Power Reduction - GC
10	CLARK	MONTIE	3349522536	3725786	4/17/00 14:21	Power Reduction - GC
11	TOPMILLER	PAUL	3349793424	8414066	4/17/00 15:18	Power Reduction - GC
12	STRICKLIN	JON	3349794583	10639388	4/17/00 15:33	Power Reduction - GC
13	SESSIONS	WILLAM	3349894217	3754486	4/17/00 15:54	Power Reduction - GC
14	AUSMAN	LOU	3349893605	4584656	4/17/00 16:15	Power Reduction - GC
15	DRAYTON	LEONARD	156	10459180	4/17/00 17:30	Power Reduction - GC
16	PEREZ	JERRY	3344217776	3302409	4/17/00 17:45	Power Reduction - GC
1	ROBERTS	JIM	3349794999	4879026	4/18/00 8:30	Power Reduction - GC
2	DANA	GEORGE	3344236750	5394998	4/18/00 10:07	Power Reduction - GC
3	WOOTEN	KATRINA	3344228503	3674764	4/18/00 11:04	Power Reduction - GC
4	MCINNIS	RHONDA	3349794017	8471332	4/18/00 12:20	Power Reduction - GC
5	LANGER	LINDA	3349790057	7236809	4/18/00 12:29	Power Reduction - GC
6	ROBERTS	JIM	3349794999	4879026	4/18/00 12:48	Power Reduction - GC
7	WASHAM	BARBARA	3344018260	6318004	4/18/00 13:34	Power Reduction - GC
8	KELLY	KATHY	3342329400	6707974	4/18/00 13:56	Power Reduction - GC
9	KELLY	KATHY	3342327982	10358666	4/18/00 14:12	Power Reduction - GC
10	CECIL	SYLVIA	8505169334	10506191	4/18/00 14:44	Power Reduction - GC
11	LUNCEFORD	THOMAS	3349798409	3780908	4/18/00 14:46	Power Reduction - GC
12	NUGEN	PEGGY	8507120684	7546721	4/18/00 14:46	Power Reduction - GC
13	DENNIS	SHARON	3344223238	9241153	4/18/00 14:46	Power Reduction - GC
14	DARBY	HUBERT	3349790504	11743352	4/18/00 14:47	Power Reduction - GC
15	HARRISON	ROBERT	3349799979	8950190	4/18/00 14:47	Power Reduction - GC
16	HODGEKISS	RANDY	3349792793	4710329	4/18/00 14:48	Power Reduction - GC
17	SUTTON	RODNEY	3349798640	8546296	4/18/00 14:48	Power Reduction - GC

18	DAVIS	EARL	3349893286	4163252	4/18/00 16:11	Power Reduction - GC
19	BATES	JERALD	3349793375	3904475	4/18/00 16:12	Power Reduction - GC
20	MOOREHEAD	CHUCK	3344020000	8414014	4/18/00 18:19	Power Reduction - GC
21	DEMPSEY	RUSSELL	3349795549	8575348	4/18/00 18:56	Power Reduction - GC
22	VICK	LOUIS	3349798278	3429804	4/18/00 18:57	Power Reduction - GC
1	DAVIS	MARY	3349522028	4039623	4/19/00 10:35	Power Reduction - GC
2	MORGAN	JERRY	3349791775	8959877	4/19/00 11:48	Power Reduction - GC
3	WARRINGTON	GARY	8505163339	5495583	4/19/00 12:08	Power Reduction - GC
4	SLOANE	GLORIA	3342329445	12227143	4/19/00 12:51	Power Reduction - GC
5	NICHOLS	G	3349793431	4837558	4/19/00 13:19	Power Reduction - GC
6	CRISWELL	CARLYN	3349793909	9463788	4/19/00 15:32	Power Reduction - GC
7	CRISWELL	CARLYN	3349793909	9463788	4/19/00 15:53	Power Reduction - GC
8	CRISWELL	CARLYN	3349793909	9463788	4/19/00 15:58	Power Reduction - GC
9	CORP	WOODFIELD	3349793416	8535073	4/19/00 16:04	Power Reduction - GC
10	CORP	WOODFIELD	3349793416	8535073	4/19/00 16:10	Power Reduction - GC
11	PIPPIN	ROY	3344028662	12064589	4/19/00 16:16	Power Reduction - GC
12	TRULLENA TRULL	JOE	3344223495	4107695	4/19/00 16:36	Power Reduction - GC
13	DELCAMBRE	KRISTI	3349799740	4298012	4/19/00 17:20	Power Reduction - GC
14	DODSON	JAMES	3349797064	11266318	4/19/00 18:02	Power Reduction - GC
15	LODATO	ROBERT	7139061044	148101	4/19/00 18:52	Power Reduction - GC
16	CRAIG	KYLE	5057401117	6443667	4/19/00 19:24	Power Reduction - GC
1	COLE	MARGARET	3344020096	3746137	4/20/00 9:27	Power Reduction - GC
2	CO	KISER	7138299515	9228670	4/20/00 10:34	Power Reduction - GC
3	EGUIA	STEVE	7132018162	10706101	4/20/00 12:50	Power Reduction - GC
4	PARKS	SHERRY	3349793213	8634806	4/20/00 12:52	Power Reduction - GC
5	DAVENPORT/DEFAULT ACCOUNT	DENNIS	236	11263441	4/20/00 13:39	Power Reduction - GC
6	SIGMON	MARY	3342329838	8605782	4/20/00 14:09	Power Reduction - GC
7	SIGMON	MARY	3342329837	8605780	4/20/00 14:10	Power Reduction - GC
8	ADAMS	VONCILE	3349797024	12368468	4/20/00 15:38	Power Reduction - GC
9	BRENDIAR	EVANGELINE	3349797010	6506450	4/20/00 16:09	Power Reduction - GC
10	ADAMS	BETH	3344218089	8297002	4/20/00 17:02	Power Reduction - GC
11	COLEY JR	FREDRICK	3349798671	8534329	4/20/00 17:51	Power Reduction - GC
12	DEAN	ANITA	3349794054	9737624	4/20/00 18:11	Power Reduction - GC

13	HELLMAN	CAROL	3349797626	11391433	4/20/00 18:34	Power Reduction - GC
14	VICK	LOUIS	3349798278	3429804	4/20/00 18:42	Power Reduction - GC
15	DEGELIA	FRANCES	4098201576	8622655	4/20/00 20:56	Power Reduction - GC
16	MOYERS	JOYCE	2053294079	11787728	4/20/00 22:49	Power Reduction - GC
1	MOYERS	JOYCE	2053294079	11787728	4/21/00 0:53	Power Reduction - GC
2	INDUSTRIES	CORE	3342323427	6104441	4/21/00 9:47	Power Reduction - GC
3	MOSLEY	KEITH	3344222980	7588321	4/21/00 9:57	Power Reduction - GC
4	INDUSTRIES	CORE	3342323427	6104441	4/21/00 10:21	Power Reduction - GC
5	KITCHENS	BLAKE	3349791230	7236258	4/21/00 11:10	Power Reduction - GC
6	BATES	JOHN	3349792817	3986283	4/21/00 11:19	Power Reduction - GC
7	IVORY	NIGEL	3349795005	4142512	4/21/00 12:14	Power Reduction - GC
8	PEAVEY	LISA	3349796106	10942790	4/21/00 14:40	Power Reduction - GC
9	NA	JOHN	3344217213	9928777	4/21/00 14:41	Power Reduction - GC
10	Key	James	3349790801	4575123	4/21/00 15:53	Power Reduction - GC
11	JOHNSON	DEBBRA	3344010590	4126916	4/21/00 16:02	Power Reduction - GC
12	GILL JR	SYMTH	3344213376	9919171	4/21/00 16:56	Power Reduction - GC
13	ELLIS	SID	2565057747	11812289	4/21/00 18:59	Power Reduction - GC
14	PLEDGER	VERONICA	2055726875	10848555	4/21/00 21:35	Power Reduction - GC
1	WHIGHAM	JOHNNY	3342328396	10877882	4/22/00 15:05	Power Reduction - GC
2	WUERTZ/DEFAULT ACCOUNT.	MIKE	243	11717837	4/22/00 15:40	Power Reduction - GC
3	HODGSON	CAROL	3344233476	11184096	4/22/00 16:10	Power Reduction - GC
4	GIBSON	CHIREN	3344029523	12177869	4/22/00 19:15	Power Reduction - GC

Short Text

334/423-2627 BUTCH IN GULF SHORES FL AREA CANNOT DIAL OUT... ADVISED OF POWER REDUCTION...ADVISED TO CHANGED SYS SEL TO 3344210864/// tony called said that he in gulf shores and cannot use phone.... explain that per fcc we had to reduce o ut power in that coverage area.dmcc 3349794940...cust mr stafford ci to inq when the power reduc tion issue would be resolved...<JSummers/Tpa/Trac/9214> 334/979-8742 MERLE CALLING TO GET UPDATE ON POWER REDEUCTIO Message FrN...EDUCATED ...PLACED PHONE ON A SIDE...JIMMY CIF 334.989.3980 CUST CALLED IN TO STATE PHONE ONCE AGAIN OPERAT IONAL IN GULF SHORES AREA/ ADV NO COMMUNICATION OF ANY C

334.979.4654 CREDITED BACK 1 MONTH ACCESS FOR GULF SHORES PW R DOWN///BMAGUINESS/ IGS ESC/ 9303

Kathy called in regarding the power reduction in the Gulf Shores area. Customer requested compensation each month she is without service. Informed that MONTIE CI TO SEE WHAT WE WERE DOING ABOUT THE PW R REDUCTION IN GULF SHORES..EDUCATED HIM ON E-MAIL ADDRESS F OR CO

3349793424....Ken ci to inquire on the power reduction in th e gulf beaches (Ken in CARE).....cosaffor/9211/tpa/trac

334.979.4583	CUST JON CI.	EXPLAINED FCC GULF COAST SITUATION / AGREED TO CREDIT 1 MONTH ACCESS	\$135.00	///BMAGUINESS/ IGS E
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3349894217.. William (Bill) Sessions called for explanation of the FCC accordance Power Reduction.....	GOLDEN	TONY/TPAHQ/FLTRAC/9203
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3349893605.....Ms Ausman ci to inquire on the Power Reduction in the area.....cosaffor/9211/tpa/trac

George-CCr and customer called in to inquire on power reduction.

3344217776/// jerry called said that he wanted toknow when service will be restore from our towers... explian that it w ill be review by fcc.dmccowan/tac/92

3344236750...cust mr dana ci about the power reduction...edu cated the cust...<JSummers/Tpa/Trac/9214>

334/422-8503 XFER FROM FNS FOR CUS IN GULF SHORES AREA CANNOT GET SIGNAL..... EDUCATED ON POWER REDUCTION... JIMMY CIFRE

3349794017...cust ms mcinnis ci about power reduction in the gulf shores area...educated cust...cust requested to out se rvce...transferred to loyaltv...<JS

3349790057...cust ms langer ci about the power reduction in gulf coast...educated cust...cust inq about compensation for the outage time...educated cust...

Mr.Davis called in about the lack of coverage in Gulf Shores area. Informed of power reduction. Advised of using the A-side network.

S.REICHEK/HOUTRAC/5030...INFORMED MR BATES THAT WE COULD NOT TURN THE SITES BACK UP...WE WERE FEDERALLY ORDERED TO T

334-402-0000//MR MOOREHEAD CI ABOUT POWER REDUCTION IN GULF COAST AREA, ADV HIM TO CHG SYSTEM SELECT TO A//KEYLA EXT 9

Mr.Dempsey called in regarding the power reduction in the gulf shores area.

req adj

STATIC-DROP CALLS REAL BAD LAST FEW WEEKS

3342329445.. Gloria Slone corrected spelling of her name & called for explanation of why her husband cannot use phone in Gulf Shores also CALLED FO

334.979.3431 & 334.979.4004 *** ESC CALL *** GULF SHORES FCC ISSUE, CUST GIVEN ALL OPTIONS, INCLUDING SYS SEL B/A SOLUTION/ DE

334/979-3909 CARLA FOR SON HAS PHONE IN GULF SHORES AREA NOT ABLE TO USE PHONE...EDUCATED..JIMMY CIFREDO/9195/TPA/TRAC

(334) 979-3909...spoke w/ Scott Cole...wz told to cl w/ ph so we could chng system select to "A" side becuz of problems w/ power reduction...he w/ cl bck fr

3349793909.....Scott ci to change sys. sel to A side, corrected did a test and was successful....cosaffor/9211/tpa/trac

3349793416...cust mr gunther ci about problems using the fones...educated cust 3 watt fone...test call successful...cust dropped...attempted call back to cu

3344028662.. Roy Pippin verified social advised he returned equip to Airport Blvd store.. & wishes to canx..GOLDEN_TONY/TPAHQ/FLTRAC/

334/422-3495 JOE HAVING PROBLEM RECEIVING CALLS...WAS IN THE POWER REDUCTION AREA....JIMMY CIFREDO/9195/TPA/TRAC

3349799740 KRISTI STATES GETTING LOTS OF FAST BUSIES IN HER AREA, CUST IS IN GULF SHORES, CHGD SYSTEM SELECT TO STANDAR

3349797064.....dodson inqrd about gulf shore pwr reduction situation..advsd to chng system select....she doesn't hv phone with her..will callback..

7139061044 Mrs. Gerry Ladato called to make sure everything was ok with her service because she stated that she kept receiving a call failure in the sam

5057401117///mr graig called in to report problem with drop calls///and one way audio// will submit tt for customer/// h.ryan/4300/houctrac///

(334)401-5278....EDUCATED MS COLE ON POWER REDUCTION IN THE GULF SHORES AREA. JFIALLA/9199/TRAC/TPA

713/829-9515....open tt 187741.....k.stephenson/houtrac/5010

334 979-4349...spoke w/ JR...trying to get ph in this area chngd to "A" side...everything looks ok...he checked something & found problem...dpd

3342329838.. Mary Sigmon requests compensation for "no servi ce" due to power reduction.. advised her on changing system selection to "Both systems (

3342329837.. Mary Sigmon requests compensation for "no servi ce" due to power reduction.. advised her on changing system selection to "Both systems (

334.979.7024 *** ESC CALL *** CUST MS ADAMS CI, GULF SHORES TOWER PWR DWN SITUATION/ AGREED TO CREDIT ONE MONTH ACCESS//

MRS BENDIAR CALLED; WANTED TO KNOW IF WE HAVE RESOLVED THE GULF SHORES ISSUE; INFORMED HER HOW TO SWITCH SYSTEM S

MRS.ADAMS CALLED IN TO INQUIRE ON THE SERVICE IN THE GULF COAST AREA.

3349798671.. FREDRICK E COLEY JR called for explanation of P ower Reduction.. instructed him to switch to "a only"..in Gu lf Shores/ Orange Beach / D

3349794054 MR DEAN CALLED. ADV OF FCC RULING FOR GULF SHORES , AL AREA. ADV HOW TO CHANGE SYSTEM SEL TO STD BA IN THAT

Mrs.Hellman called in complaining about the poor svc in the Gulf Shores area. Issued a 1-time inconvenience cr of 35.00.
3349798278 MR VICK VERY UPSET WITH THE POWER REDUCTION IN THE GULF SHORES AREA, ADV CUST OF CURRENT FIX, TRIED TO CHG
mr.degelia ci about busy signals on system and dialing with the area code, gave the instructions...
MR MOYERS CALLED ABOUT NOT ABLE TO AMKE CALLS FROM PHONE advised mr moyers to dotest calling on phone when tried to call back was n
2053294079 placed test call to cell phone..unavailable..Dana Hammer/4747/HouTrac
3349791230. mr kitchens ci re probs in gulfshore area. adv of fcc ruling. adv cus to chg sys sel to a when in area. als o adv cus if prob w/bill will correct. sc
attempted to chge M/r 650///ph woul not take chge..
3349796106 lisa was adv earlier can change system select for gulfshores aria but she didnt change it back when left. expl to cust this is necessary/ralph s
DEBBIE CI TO SEE WHY HER PHONE WAS SHOWING NO SV C IN GULF SHORES...INFORMED HER OF PWR REDUCTION IN THAT ARE A...MWU
3344213376 MS BROSE CALLED FROM GULF SHORES, AL; TOLD HER TO PUT PHONE ON STANDARD MODE WHILE THERE; GREG/9217/TPA/T
advised cust of reduction--gave fcc info -- cust still extremely upset -- terrance talked with cust....
2055726875 MS PLEDGER CALLED WANTING CREDIT FOR 4 CALLS MADE BUT CONNECTED CUSTOMER TO DEAD AIR EDUCATED CUSTOME
3342328396...cust ms wigham ci in the gulf shores area havin g trouble with the fone...educated cust...adjusted to scan b a...cust dropped...<JSummers/T
new phone and i don't have instructions...actually she sent phone to a side...

Long Text

SIDE....JIMMY CIFREDO/9195/TPA/TRAC
wan/tac/9207/tpa

EDO/9195/ - TPA/TRAC
T HUS FAR

MRS PAMPEL CI TO FIND OUT WHAT WE WERE DOING ABO UT THE SVC IN GULF SHORES...ADVISED HER OF PWR REDUCTION AND LET HE
s not possible. Customer wanted to cancel, but dropped before transfer.
PLAINTS...MWUERTZ/9219/TRAC/TPA

C/ 9303

7/tpa

cusotmer called in complaining about not having service wher e he lives advised to call me back when he gets his bill I w ill issue crdt on bill//yolanda/trac/9

O/ 9195/TPA/TRAC
mmers/Tpa/Trac/9214>
JSummers/Tpa/Trac/9214>

I called customer back to let him know he can use his phone in the gulf beach area if he switches over to ab side but al so explained in rcding once he le
3344018260...cust ms washoam ci with all incoming calls getting not a good number recording...sub form is correct...susp/restore to recreate sub form...ha
This customer is very upset about the lack of service in the Mobile / Pensacola markets specifically on the beaches and out on her boat with husband. Cust
This customer is very upset about the lack of service in the Mobile / Pensacola markets specifically on the beaches and out on her boat with husband. Cust

RN THEM DOWN
13 TPSA HQ..
3349798278. Louis Vick called for explanation of the 4/9/200 0 statement's roaming charges.. he thought it was Gulf Coast Roaming fees (because of all hi
Ron (care) called to confirm it is ok to tell this customer to change system selection to "Both systems" (std ba)..... yes but urged him to advise can NOT u
ROAMING/SPINA INSTRUCTIONS/PRO
IED ALL, NO CHANGES MADE/ NOTE: CUST STATED ON PHONE F
landline ph...dpd
t...did not get thru... <JSummers/Tpa/Trac/9214>
203
B/A.
place that she calls everyday. I educated the csutomer on cell service.drusillac/4772/houtrac
3349793213.....ms parks cld..regarding gulf shore pwr reducti on...advsd to chng system select to any..now phone works.... show rmng..advsd she won't be
a)".. was able to place test ca
a)".. was able to place test ca
/BMAGUINESS/ IGS ESC/ 9303
LECT TO THE A-SIDE
lphin Island and explained how t
R EA...JAG/3451/TPA/TAC

SYSTEM SELECT BUT PHONE WOULD NOT ACCEPT, ADV CUST TO GO INTO OUR LOCAL STORE TO HAVE CHGD TO SCAN B/A.

t able to contact jca547/4627

ollick/tac/9196

334-979-5005..MR IVORY CI VERY UPSET ABOUT POWER REDUCTION IN GULF SHORE AREA, ADV HIM TO CHG SYSTEM SELECT AND HE SAI
ofield9157tphq

3344217213.....Customer ci and said he could not use his phone in the Foley area of AL., this area is close to t he gulf beaches which is affected by th
(334) 979-0801...spoke w/ Cindy Key...hv no serv in home area of Gulf Shores...need ph in home area...don't go more thn about 10 miles frm home area...

RTZ/9219/TRAC/TPA

AC

TO PRESS END AFTER SHE DOES NOT GET CALL CONNECTED MIKE SHARNETHOUSOTN TRAC 4996

a/Trac/9214>

KNOW TO CHG SYS SLT TO SCAN A IN GULF SHORES AREA...ALSO GAVE HER E-MAIL ADDRESS FOR COMPLAINTS...MWUERTZ/9219/T

15

ves the beach area he wo

cust switch to the a side while in the gulf shores area...tes in successful...test out successful.

mer doesn't want to be responsible for BA or AB system select switching on her phone as it relates

mer doesn't want to be responsible for BA or AB system select switching on her phone as it relates

attempts to use his phone in Gulf Shores home where his phone displays "roa

e offpeak minutes when operating on A side in Gulf Shores/Orange Beach area is the only area t

charged for rmng..but phone

[illegible]

	Cust Lname	Cust Fname	MID	Cust Id	Creation Ts	Subject
1	BIAKNEY	JOHNNY	2166783017	12172167	4/9/00 8:44	Power Reduction -
2	COLEMAN JR	HERBERT	3349791814	3639457	4/9/00 13:38	Power Reduction -
3	MAYFIELD	EVELYN	3349796792	4192013	4/9/00 15:47	Power Reduction -
4	GANDY	PARIS	5104141468	10093642	4/9/00 19:29	Power Reduction -
5	CRABTREE	BRENDA	3344224177	4513177	4/9/00 22:07	Power Reduction -
1	VICK	LOUIS	3349798278	3429804	4/10/00 9:42	Power Reduction -
2	DRAUGHON	ROBERT	3344021803	7842329	4/10/00 10:06	Power Reduction -
3	NELSON	KELLY	3349797005	7063835	4/10/00 10:15	Power Reduction -
4	GRUBER	BUD	9415715354	11793249	4/10/00 10:20	Power Reduction -
5	DEAN	MARY	3349794580	10639356	4/10/00 10:36	Power Reduction -
6	REEVES JR	THOMAS	3344225630	4752684	4/10/00 12:00	Power Reduction -
7	HOOD	CHARLOTTE	3349795955	6256009	4/10/00 12:18	Power Reduction -
8	SANCHEZ	PETER	3344014311	3596961	4/10/00 12:31	Power Reduction -
9	SANCHEZ	PETER	3344216296	4020565	4/10/00 12:31	Power Reduction -
10	BEMIS	ALBERT	3349894348	4187340	4/10/00 12:32	Power Reduction -
11	SANDERSON	DOROTHY	3344014562	7832332	4/10/00 12:46	Power Reduction -
12	POSEY	IRENE	3349893418	4781909	4/10/00 13:07	Power Reduction -
13	MYERS	MARSHALL	3349791956	6334127	4/10/00 13:14	Power Reduction -
14	MYERS	MARSHALL	3349790107	6334128	4/10/00 13:16	Power Reduction -
15	TRAMMELL	GLENDA	3349792763	3862790	4/10/00 13:19	Power Reduction -
16	COLE	JULIE	3349790032	7811218	4/10/00 13:22	Power Reduction -
17	WHITE	MICHELE	3344022668	3835249	4/10/00 13:25	Power Reduction -
18	PEAVY	LARRY	3349792424	3463488	4/10/00 13:58	Power Reduction -
19	JAMISON	VICKY	3349791811	4634620	4/10/00 14:09	Power Reduction -
20	CRAIN	JOSEPH	3349522298	4000122	4/10/00 14:17	Power Reduction -
21	OWENS	G	3344213877	4604070	4/10/00 14:48	Power Reduction -
22	MAYFIELD	EVELYN	3349796792	4192013	4/10/00 14:54	Power Reduction -
23	FREEMAN	JIM	3349796615	6645288	4/10/00 14:59	Power Reduction -
24	FAUSAK	WANDA	3344219376	3744818	4/10/00 15:24	Power Reduction -
25	HADLEY/DEFAULT A	JEFFREY	906	11681593	4/10/00 15:24	Power Reduction -
26	BIGELOW	JAMES	2539702645	12245059	4/10/00 16:24	Power Reduction -
27	EGBERT	DAVID	3349796331	6200262	4/10/00 16:37	Power Reduction -
28	WEBB	DONNA	3349893929	4160066	4/10/00 16:48	Power Reduction -

gulfcoast w-e 4-15-00

29	Bethel	Dell	3349794743	4550331	4/10/00 17:24	Power Reduction -
30	LLOYD	MELODY	3344227445	8161631	4/10/00 17:27	Power Reduction -
31	RANDALL	AARON	3349793744	12113063	4/10/00 17:28	Power Reduction -
32	PRODUCTS INC	SIMCO	3349893692	4719148	4/10/00 17:35	Power Reduction -
33	OVERSTREET	TONY	3349795912	5827958	4/10/00 17:36	Power Reduction -
34	SHANNON	STEVE	3349791200	8403058	4/10/00 18:17	Power Reduction -
35	KINSEY	WIL	3349797935	11425184	4/10/00 19:08	Power Reduction -
36	DAVIDSON	JOHN	3349528120	4585550	4/10/00 19:50	Power Reduction -
1	WERNETH III	EDWARD	3349795196	5550794	4/11/00 9:49	Power Reduction -
2	KITCHENS	KATHY	3349796151	10965183	4/11/00 10:34	Power Reduction -
3	KITCHENS	KATHY	3349796148	10964894	4/11/00 10:36	Power Reduction -
4	KITCHENS	KATHY	3349796259	11016433	4/11/00 10:37	Power Reduction -
5	O'CONNOR	JOHN	3349795271	8285911	4/11/00 10:44	Power Reduction -
6	PORTER	WILLIAM	3349798878	9032763	4/11/00 11:14	Power Reduction -
7	HARRIS	SHIRLEY	3349794377	9797624	4/11/00 11:15	Power Reduction -
8	WILLINGHAM	PATRICIA	3344015104	3969043	4/11/00 11:28	Power Reduction -
9	PLUMBING	STUART	3349792728	10553208	4/11/00 11:36	Power Reduction -
10	VICK	LOUIS	3349798278	3429804	4/11/00 11:40	Power Reduction -
11	FORD	MIKE	5023815467	12131235	4/11/00 11:50	Power Reduction -
12	BOGGAN	V	3344010544	3773837	4/11/00 11:56	Power Reduction -
13	VETTER	RENAE	3349522468	4596497	4/11/00 12:08	Power Reduction -
14	MITCHEL	GLENDA	3344223049	4806276	4/11/00 12:32	Power Reduction -
15	BODDENHAMER	DAVID	3349791020	3633268	4/11/00 12:59	Power Reduction -
16	STEEG	CHARLES	3344021719	6544093	4/11/00 14:05	Power Reduction -
17	KNIGHT	JOHN	3349791948	8901972	4/11/00 14:07	Power Reduction -
18	DARBY	HUBERT	3349790504	11743352	4/11/00 14:21	Power Reduction -
19	WINSTON	NORMAN	3349796676	9020526	4/11/00 14:26	Power Reduction -
20	BEDFORD	SCOTT	3349791265	9285390	4/11/00 14:45	Power Reduction -
21	HOOD	CHARLOTTE	3349795955	6256009	4/11/00 15:14	Power Reduction -
22	WALKER	LINDA	8505164913	7719464	4/11/00 15:23	Power Reduction -
23	WILSON	DONALD	3344017104	7075831	4/11/00 15:52	Power Reduction -
24	MONUMENTS	LG	3344022628	7075830	4/11/00 15:56	Power Reduction -
25	HAMPTON	RICK	3349790332	4621398	4/11/00 16:10	Power Reduction -
26	MCKINNEY	RANDY	3349795820	5793331	4/11/00 18:08	Power Reduction -

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27	DEAN	BARY	3349798333	11547507	4/11/00 18:19	Power Reduction -
28	DEAN	MARY	3349794580	10639356	4/11/00 19:10	Power Reduction -
29	KLEINSCHMIDT	MARK	3349796611	11110497	4/11/00 19:27	Power Reduction -
1	CHEMICAL	JERRY	8505723839	5400342	4/12/00 9:00	Power Reduction -
2	BRANYON	MYRA	3349795905	5793662	4/12/00 10:41	Power Reduction -
3	COVERING	GENES	3349790925	9527601	4/12/00 11:17	Power Reduction -
4	ASSOCIATES	DARDENNE	5402305301	8237594	4/12/00 11:22	Power Reduction -
5	REAL ESTATE	WADE	3349792315	3468058	4/12/00 11:32	Power Reduction -
6	NOAH	VICKY	2567713802	6674065	4/12/00 11:49	Power Reduction -
7	REAL ESTATE	WADE	3349792315	3468058	4/12/00 11:55	Power Reduction -
8	INC	WESSLER	3349798204	4177147	4/12/00 11:59	Power Reduction -
9	HERNANDEZ	CLAUDIO	5103685260	8581284	4/12/00 12:22	Power Reduction -
10	DAY	JULIE	3349795931	5784156	4/12/00 14:18	Power Reduction -
11	SHALLOW	ROBERT	3349893980	5335957	4/12/00 14:33	Power Reduction -
12	ROBINSON	BRETT	3349895114	4606002	4/12/00 14:44	Power Reduction -
13	MALONE	JESSICA	3349798683	8750692	4/12/00 15:09	Power Reduction -
14	RUSS	VERGIL	3349790630	7336113	4/12/00 15:46	Power Reduction -
15	COCHRAN	MELISSA	3349791053	6732224	4/12/00 15:54	Power Reduction -
16	COCHRAN	MELISSA	3349798687	11658712	4/12/00 15:54	Power Reduction -
17	MCLAURIN	JEFF	3349797996	9352842	4/12/00 16:25	Power Reduction -
18	GREEN	JUDY	3349893507	4791372	4/12/00 16:25	Power Reduction -
19	BALFOUR	DORIS	3349790444	10202884	4/12/00 16:31	Power Reduction -
20	MARR	TOMMY	3349522142	4568444	4/12/00 16:34	Power Reduction -
21	BEAUDET	BARBARA	8503801283	3694717	4/12/00 16:45	Power Reduction -
22	WALTERS	LOGAN	5129651330	6053405	4/12/00 17:03	Power Reduction -
23	SCHELL	LOUANN	3349793060	11873862	4/12/00 18:58	Power Reduction -
24	SCHELL	ROBERT	3349792517	11888337	4/12/00 18:58	Power Reduction -
25	BEARD	WANDA	3349791808	10187800	4/12/00 20:28	Power Reduction -
1	DAVIS	TED	3344018950	11556079	4/13/00 9:45	Power Reduction -
2	WYMAN	BETTY	3349793986	7764787	4/13/00 10:47	Power Reduction -
3	BEARD	WANDA	3349791808	10187800	4/13/00 11:36	Power Reduction -
4	HUMBARGER	CYNTHIA	3344021793	4595195	4/13/00 13:19	Power Reduction -
5	GILMORE	MARCIA	3349794875	9799016	4/13/00 14:42	Power Reduction -

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6	SUMMERS	JEREMY	244	11424667	4/13/00 15:32	Power Reduction -
7	CHILDRÉ	CRAIG	3349522567	3990854	4/13/00 15:38	Power Reduction -
8	MANSIS	FRANK	652	11670072	4/13/00 15:42	Power Reduction -
9	BURGEOIS	DEBRA	3349791532	11824819	4/13/00 16:34	Power Reduction -
10	ROBERTS	JIM	3349794999	4879026	4/13/00 17:29	Power Reduction -
11	MADDUX	CLAYTON	2816152873	9497414	4/13/00 17:48	Power Reduction -
12	MILLER	ROBERT	3349794942	3864385	4/13/00 18:08	Power Reduction -
13	FIGGS	ROHANN	6069161187	12207192	4/13/00 18:12	Power Reduction -
14	HUGHES	DEBRA	4097394763	219669	4/13/00 19:18	Power Reduction -
15	CALLAWAY	JENNIFER	3349793325	3476954	4/13/00 19:56	Power Reduction -
16	MGMT GRP	THE	4083098095	1032503	4/13/00 20:30	Power Reduction -
1	KLEINSCHMIDT	BOB	3349895599	4732716	4/14/00 9:33	Power Reduction -
2	COCHRAN JR	S	3344215454	3478908	4/14/00 11:27	Power Reduction -
3	COCHRAN	SAMUEL	3344021300	3341621	4/14/00 11:27	Power Reduction -
4	MCCRACKEN	JEAN	3349790128	4595923	4/14/00 12:31	Power Reduction -
5	SPARKMAN	BARBARA	3349790681	3771186	4/14/00 12:32	Power Reduction -
6	B1A092696		4096353856	5447180	4/14/00 12:34	Power Reduction -
7	CENTER INC DBA	RESORT	3344019473	3438059	4/14/00 15:21	Power Reduction -
8	COMPAN	SANDDAGGER	3344220052	4827210	4/14/00 16:42	Power Reduction -
9	CONSTRUCTION	SANDAGGER	3344220152	8696534	4/14/00 16:43	Power Reduction -
10	SANDAGGER CONST	PAUL	3344227434	4785510	4/14/00 16:43	Power Reduction -
11	HOUCHENS	DONALD	2565722889	6491586	4/14/00 17:40	Power Reduction -
12	HOUCHENS	DONALD	2565724715	11124186	4/14/00 17:42	Power Reduction -
13	HOUCHENS	DONALD	2565720265	12311937	4/14/00 17:43	Power Reduction -
14	JR	JOHN	5123934383	6932894	4/14/00 18:25	Power Reduction -
1	MORRISON	L	3344234853	3376008	4/15/00 10:54	Power Reduction -
2	DUGGAN	SHARROLYN	3349794332	8750386	4/15/00 12:44	Power Reduction -
3	BURRIS/DEFAULT AC	PAUL	802	11238809	4/15/00 13:03	Power Reduction -
4	POTTER	MICHAEL	3303234198	9388648	4/15/00 13:56	Power Reduction -
5	HINTON	MARY	3349798748	8705816	4/15/00 14:11	Power Reduction -
6	PHILLIPS	HARRY	3349793601	11567992	4/15/00 17:02	Power Reduction -
7	SEAFOOD	AQUILLA	3349790175	3865902	4/15/00 17:03	Power Reduction -
8	LAFOILLE	TARA	3349651588	3752165	4/15/00 17:40	Power Reduction -

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9	LAFOILLE	TARA	3349651588	3752165	4/15/00 17:47	Power Reduction -
10	HARGROVE	JOANN	8505167735	4509787	4/15/00 18:00	Power Reduction -
11	HEDGE	LARRY	3349791887	3552756	4/15/00 21:01	Power Reduction -

Short Text
called back with no answer. second time it sounded like cusotmer answer. unable to look at prepaid or cmis at this time
CUST HAS ELECTED TO CANCEL SVC DUE TO POWER REDUCTION CAUSING HER PROBLMS IN THE USE OF HER PHN IN HER AREA
C
510.414.1468/Per Cc/requeusted increase the ring on acct ,,,g mb453houtrac
Ms Harper ci bc she wnts access to vm. Trnsfrd her there.
80822026. mr vick ci re svc near gulf of mexico. educated on fcc information re lowering of signal. cus understood. cred one month access. scrollick/tac/91
334-402-1803 nancy called about phone not working when the head to mississippi .. advised of the power reduction on the dauphin island tower that might
C
941.571.5354 cathy called in having problem roaming in gulfs hores. I advised her of the power reduction problemjm/3421/tac/tpa
TOLD MR DEAN ABOUT FCC REGULATION RULING...CUST WANTED TO KNOW WHY HIS PHONE DOES NOT WORK NEAR THE GULF.
334-422-5630 thomas called about not being able to use phone on gulf shores ... advised of the power reduction ordered by the fcc j.hadley/9204
C
3344216296/// mr sanchez called said that he not able to pla ce calls in gulf shores...explain that this is due to power reduction per fcc.dmccowan/tac/3412/
3344216296/// mr sanchez called said that he not able to pla ce calls in gulf shores...explain that this is due to power reduction per fcc.dmccowan/tac/3412/
C
RES..WANTS GTE SHOULD ISSUE SOME CREDIT ON HER ACCT...OR LET HER GO OUT OF AGREEEMEN..SRVC WAS REDUCED DUE TO FCC
Cus will disc both lines bacuse of no svc at home EMORA\TPATRAC\9210
(334) 979-1956...spoke w/ cust care rep about changing cust to "A" side...expld that only can put in trbl ticket & that not to chng...we wl not pay for any chr
(334) 979-0107...spoke w/ cust care rep about changing cust to "A" side...expld that only can put in trbl ticket & that not to chng...we wl not pay for any chr
C
Ms Cole ver inq why svc dwn educated EMORA\TPATRA C\9210
C
Cus inq GC powerdown EMORA\TPATRAC\9210
C
334-952-2298///MR CRAIN CI VERY UPSET ABOUT POWER UOTAGE IN GULFSHORE AREA/ASKED TO SPEAK TO SUPERVISOR ABOUT BILLING
C
334-979-6792/CAROL CI ABOUT NO SERVICE IN GULFSHORES//TRANSFERED CALL TO AARON IN IGS//KEYLA EXT 3405 TPA HQ.
3349796615 MR FREEMAN CALLED ADV NO TIMEFRAME AS TO WHEN SIT ES IN ORANGE BEACH/GULF SHORE AREA MAY BE TURNED BACK
(334)421-9376...credited account for \$84.95 for outage in or ange beach until a resolution can be met possibly by end oif the month. i contacted loyalty and
C
(253) 970-2645..mr bigelow ci inq tht he was not able to make/reci calls..cxled and react acct..failure, expld that it might be a while longer before activatio
3349796331.....David ci to inquire on the problem with G C power Reduction, advised of the problem and gave the new c omplaint address in Alpharette.
Donna called in to inquire on the power reductn. Informed customer of power reductn, customer wanted to cncl. Transferred to Loyalty.

C
3344227445..melody wants to cancel..trfd to save.....JOHN MOGUL/FL-TRAC/9102T
C
mr.simon called in regrding the power reduction in the gulf shores area. customer requested a letter stating he will not be released from his contract.
3349795912/// TONY CALLED SAID THAT HE CANNOT USE PHONE IN GULF SHORES AL... EXPLAIN THAT FCC HAS MADE US REDUCE OUR PO
3349791200 MR SHANNON QUES ABOUT POWER REDUCTION IN HIS AREA, WANTED TO KNOW WHAT GTEW WAS DOING.
3349797935 MR KINSEY QUES WHEN POWER REDUCTION WOULD BE CORRECTED IN HIS AREA, ADV CUST OF CURRENT STATUS, REQ TO
(334) 952-8120 Cust cannot get any service where he lives in the Gulf Shores area/ advised him of the FCC ruling/ upset with the FCC/ He himself will lod
Ms Werneth inq no svc educated pwrdown EMORA\TPATR AC\3348
3349796151...cust mr kitchens ci to inq and lodge a complaint about the power reduction in the gulf shores area...educated cust on the situation...cust requ
3349796148...cust mr kitchens ci to inq and lodge a complaint about the power reduction in the gulf shores area...educated cust on the situation...cust requ
3349796151...cust mr kitchens ci to inq and lodge a complaint about the power reduction in the gulf shores area...educated cust on the situation...cust requ
334.979.5271 john called in asking some question about canx his svcs because of power reduction. i trans the call to sav e.....jm/3421/tac/tpa
C
334-979-4377 george called about the power reduction and wanted a supervisor trans to escalations j.hadley/9204/tpa trac
334.401.5104 MRS WILLINGHAM CALLED IN ASKING SOME QUESTION A BOUT THE POWER REDUCTION PROBLEM IN GULF SHORES.....
3349792728// mr benton called said that he cannot place call s in gulf shores al. explain that due to fcc we had to reduc e our power int that area/dmccowa
C
5023815467 mr ford ci not able to place or receive calls.sig nal strenth is low.//angela b/houtrac/4685
C
C
registered complaint
3349791020...cust mr boddenhammer ci about the power reduction in the gulf coast market...educated cust...cust requested transfer to someone over me..
334-402-1719 CHARLES CALLED ABOUT NOT BEING ABLE TO USE PHONE IN GULF SHORES AREA EDUCATED ON THE POWER REDUCTI
334-979-1948/MRS KNIGHT CI ABOUT POWER REDUCTION/VERY UPSE S AID THAT IT WAS GTE 'S FALUT BECAUSE WE WERE OPERATING ILL
MR.Darby called into complain about the power re duction in the Gulf Shores area.
334-979-6676//MR WINSTON CI ABOUT POWER REDUCTION/EXPLAINED AND GAVE HIM ADDRESS FOR HIM TO WRITE TO//KEYLA EXT 9213 T
C
C
850 516 4913...verified dob...mr walker..cci to say in gulf shores, AL and having problems placing calls, chng sys sel to b only, did advise cust about the tu
MR WILSON CI BECAUSE OF THE PWR REDUCTION IN GUL F SHORES...EDUCATED HIM ON THE SITUATION AND OFFERED HIM THE ADDRES
C
3349790332/// MR HAMPTON SAID THAT HE NOT ABLE TO USE HIS PH ONE IN GULF SHORES, AL... EXPLAIN THAT HE MAY EXPERIENCE PRO
3349795820///randy called said that he having trouble using phone in gulf shores al.... he said that he using 3 watt pho ne and should not have a problem..

334/979-8333 BARY WANTED ME TO NOTE THIS ACCOUNT AND CUSTOMER WILL WAIT FOR BILL TO RECEIVE CREDIT FOR THE GC REDUCTI
C
MR KLEINSCHMIDT CALLED IN CONCERNING POWER REDUCTION, WHEN WILL SERVICE BE TURNED BACK ON. WILL CALL BACK TOMORRO
850) 572-3839 cust not able to use phone in the Gulf Shores area/ cust understands our situation/ he needs phone/ will probably cancel
C
CAROL CALLED IN REGARDING POWER REDUCTION IN THE GULF COAST AREA/EDUCATED CUSTOMER AND NOTED CMIS;CAROL WILL CAL
C
Educated in situation EMORA\TPATRAC\3348
256.771.3802 advsd of Gulf Shores power reduction
loyalty to canx.
Mr.Wessler called in regarding the FCC power reduction.
davis,e/4815 Mr.Hernandez ci wanting to be transfer to extention 3813,also to ask question concerning new passport plan transfer to cc.
3349795931.....Julie ci to inquire on what GTE will do for the Power Reduction in the area, advised her to call back... cosaffor/3409/tpa/trac
C
Peggy Martin called in to cancel the service on the account. Transferred to Loyalty.
334.979.8683 mrs malone called in asking some question about the power reduction problem in gifshore,,,,jm/3421/tac/tpa
3349790630 Mr Russ ci regarding GC Reduction in foley area, eductaed to FCC ruling, states he will speak with wife, and will probably canx svc... CarlLinc
3349791053, 3349798687.. Melissa Cochran called for explanat ion of the Power Reduction & to verify she can lower her pla n.. yes.. discussed shdns & s
3349798687.. Melissa Cochran called for explanat ion of the Power Reduction & to verify she can lower her pla n.. yes.. discussed shdns & shcns
JEFF CALLED IN INQ ABOUT POWER REDUCTION IN THE GULF COAST AREA; EDUCATED CUST AND ADVISED HIM TO CALL INTO CC WHEN B
334/989-3507 MS GREEN COMPLAING ABOUT NOT BEING ABLE TO CALL GULF SHORES....EDUCATED ON POWER REDUCTIONS...JIMMY CIFR
Mrs.Balfour called in to cancel. Due to power reduction, transferred to loyalty.
3349522142...cust martha ci trying to reach the cust in gulf shores...educated cust on the pwer reduction in the area...gave cust phsical and email address
8503801283 MR BEAUDET STATES PURCHASED NEW PHONE TODAY AND IS NOW IN GULF SHORES AREA AND GETTING NO SVC INDICATOR
5129651330 Mr Walters ci ignabout Local GTE office.. educat ed.. gets alot of dropped calls..POWER REDUCTION.. problem.. armnceil/4032/houtrac
3349793060.. LouAnn Schell called advised she wanted to canx with no fulfillment fee.. advised cannot .. the reason she wants to canx is for Power Reduc
3349793060.. LouAnn Schell called advised she wanted to canx with no fulfillment fee.. advised cannot .. the reason she wants to canx is for Power Reduc
C
Mr davis wishes to canc svc Xfd Lty EMORA\TPATRAC \3348
334-979-3986 betty called about phone saying no service ... she is in gulf shores advised of the power reduction ordered my the fcc she wanted to
3349791808/// wanda beard called said that she nto able to place calls in Gulf Shores, Al... Explain that she having trouble due to power reduction per fcc..
3344021793/Oliver ci said signal str weak and having trouble makling calls/advised of power reduction/fmansis/trac/9206/ tpa
3349794875..ms gilmore cld..regarding no srvc in gulf shore. .was upset..wants to know what will be the solution..advsd we are waiting for any new develo

3349798769...cust ms mcall called in about the power reduction...educated cust...<JSummers/Tpa/Trac/9214>
3349522567 MR CHILDRE CALLED INQUIRING WHAT WE WERE GOING TO DO ABOUT POWER REDUCTION PROBLEM; TOLD HIM I WOULD CA
C
MRS BURGEOIS CALLED IN; UNABLE TO USE PHONE AT ALL FROM HOME; EDUCATED ON POWER REDUCTION IN GC AREA ; ONCE BILL IS R
C
mr.maddux complained of the cell blockage that we are currently having, explained that we are aware....
334/979-4942 BOB WANTED TO KNOW WHY HE WAS GETTING ROAM IN H OME AREA...EDUCATED ON POWER REDUCTION...JIMMY CIFREDO/
6069161187...agent ci inquiring on credits to prepaid account...referred to prepaid..yolandan\houtrac\4001
C
3349793325 MS CALLAWAY CALLED ADV OF CELL SITE POWER REDUCTI ON IN GULF COAST ALABAMA AREA...JAG/3451/TPA/TAC
4083098095/agent ci to get cust pin num, advised that he cou ld as cust and change the pin himself jrichardson/5082/trac
known outage EMORA\TPATRAC\3348
3344215454.. Mary Cochran called for explanation of Power Re duction serving Gulf Shores.....GOLDEN_TONY/TPAHQ /FLTRAC/9203
Mary Cochran called for explanation of Power Re duction serving Gulf Shores.....GOLDEN_TONY/TPAHQ /FLTRAC/9203
3349790128 Jean McCracken advised that her phone is not prov iding her service due to the Power Reduction in Gulf Shores. .gave email address to sen
C
C
3344019473 MR WISE CALLED ADV OF FCC DECISION ON GULF COAST STIES IN ALABAMA...JAG/3451/TPA/TAC
C
C
C
2565722889 / 2565724715 / 2565720265 Mr Baker ci to have ac counts CNX.. advsd cus to speak with SAVES / customer care.. .xfered armcneil/4032/ho
2565722889 / 2565724715 / 2565720265 Mr Baker ci to have ac counts CNX.. advsd cus to speak with SAVES / customer care.. .xfered armcneil/4032/ho
2565722889 / 2565724715 / 2565720265 Mr Baker ci to have ac counts CNX.. advsd cus to speak with SAVES / customer care.. .xfered armcneil/4032/ho
mr plemons called to find out why he is getting a disconnect message l outed and reactivated the acct and the test call went through.
334-423-4853//MRS MORRISON CI ABOUT NO SERVICE//TRANSFERED TO RON IN LOYALTY//KEYLA EXT 9213 TPA HQ.
C
C
C
334/979-8749 MR HINTON NOT GETTING SVC IN GULF SHORES AREA.. ADVISED TO CHANGE OVER TO A SIDE AND ALSO HAD QUESTIONS O
C
334/979-0175 MS NELSON HAS NOT SERVICE IN THE GULF SHORES AR EA...EDUCATED ON TEMP FIX...JIMMY CIFREDO/9195/TPA/TRAC
C

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334/965-1588 MR LAFOILLE WANTED TO GET CREDIT FOR BILL BECUA SE OF POWER REDUCTION...EDUCATED...JIMMY CIFREDO/9195/TPA/T
850-516-7735/JOANN CI ABOUT POWER REDUCTION.EXPLAINED FCC RULES ADND MRS WANTED TO SPEAK TO MGR,BUT HUNG UP BEFORE
3349791887/mr mills ci to find out about lo signal educ abou t pwr reduction jrichardson/5082/trac

Long Text

Cust complained vehemently about not being able to get any service anymore in Gulf Shores and Orange Beach since the towrs were turned down. She s

6

ffect the coverage heading to pascagoula miss. j.hadley/9204/tpa trac

pa trac

pa

pa

RDERS ..SHE HUNG UP..JOHN MOGUL/FL-TRAC/9102

if cust chngs frm "B" to "A"...dpd

if cust chngs frm "B" to "A"...

She called for explanation of "no service" & "roaming" on her phone in Gulf Shores area & called for explanation of her p lans' minutes.. she goes to Birmin

MR WHITE CI ABOUT THE POWER REDUCTION IN THE GUL F SHORES AREA...HE IS NOT ABLE TO USE HIS PHONE AT ALL WITHO UT PICKIN

ADJUSTMENT//WAS TRNASFERING TO ERICA AND HE HUNG UP.KEYLA EXT 9213 TPA HQ

P...JAG/3451/TPA/TA

the asked me to do this.

goes thru..azalia/4239/spanish

...cosaffor/3409/tpa/trac

334-979-3744/MR RANDALL CI ABOUT POWER REDUCTION IN GULFSHORE AREA//EXPLAINED ABOUT FCC RULING//KEYLA EXT 9213 TPA HQ

ER IN GULF SHORES AREA.... HE SAID THAT HE WILL CONSIDER

NX SVC XFER'D TO LOYALTY TEAM.

a complaint with the FCC/ This is a business phone / Life line for his business

sted transfer to loyalty...<JSummers/Tpa/Trac/9214>

sted transfer to loyalty...<JSummers/Tpa/Trac/9214>

sted transfer to loyalty...<JSummers/Tpa/Trac/9214>

customer called in about gulf shore towers advised of fcc ruling no eta customer said ok//yolanda/trac/2915

.....JM/3421/TAC/TPA

/tac/3412/tpa

transferred to escalations...<JSummers/Tpa/Trac/9214>

N ORDERED BY THE FCC J.HADLEY/3237/TPA TRAC

G ALLY IN THAT AREA//EXPLAINED THAT WAS NOT THE REASON AND THA

HQ.

ing down of towers in that area..shasa/6089/atltrac/cc time; 1520

TO SEND COMPLAINTS TO...MWUERTZ/9219/TRAC/TPA

EMS DUE TO POWER REDUCTION.DMCCOWAN/TAC/3412/TPA

xplain that there was a

N PROBLEM...JIMMY CIFREDO/9195/TRAC/TPA

TO CANCEL.

3349795905 Mrs Branyon ci to Cancel Account and have AFF waived, as we have broke our contract, according to her, because she can't use her phone i
IN ONCE BILL IS RECEIVED TO GET CREDIT ON MONTHY SVC/TMALONEY/9242/TPA HQ/TRAC

540/230-5301	cci vrf bill addr/ and in home area/ cust is ge tting bad signal strength/cust can rec calls and plc/their i s know tower work going on in the are
--------------	--

come/9181/Tampa/Trac

cns (but shcns does not give

LL IS RECEIVED TO RECEIVE CREDIT ON SVC/TMALONEY/9242/TPA TRAC

DO/ 9195/TRAC/TPA

s to write to...<JSummers/Tpa/Trac/9214>

ADV CUST OF POWER REDUCTION IN THAT AREA, CUST DROPPED BEFORE CALL COMPLETED, UNABLE TO REACH CUST BACK.

ion.. she requests my manag

ion.. she requests my manag

cancel trans to loyalty j.hadley/9204/tpa trac

she said that she

ment.JOHN MOGUL/FL-TRAC/9

HIM NEXT WEEK WITH A FIX; GWHITE/3414/TPA/TRAC

CEIVED CUST WILL BE CALLING IN FOR MONTHY SVC CREDIT ON ACCOUNT; TMALONEY/9242/TPA TRAC

195 TPA/TRAAC

409 739 4763mrs hughes called in unable to place or receive calls, corrected system select but cust was still not getting a good signal, advised due to

correspondence.....

4096353856 MR Jewel ci receiving POOR service in his home a rea.. updated auth form.. also advsd Sodra (rep) that 409-6 76 is a Lufkin NPA-NXX and h

trac

trac

trac

N EW COVERAGE AREA...EDUCATED...JIMMY CIFREDO/9195/TPA/TRAC

3349793601...mr phillips cld..was upset about pwr reducion in gulf shores..wants to cancel..while trfng to save..he hungup.

gulfoast w-e 4-15-00

AC
I COULD GET IGS//KEYLA EXT 9213 TPA HQ/

d he phone does say "no service" when she's there and she works in Gulf Shores so she's there often. She

ham; I advised her offpea k unlimited minutes will not work up there anymor

UP A ROAMING CARRIER...CHG'D SYS SLT FR P SCAN TO SCAN B AND ALSO GAVE E-MAIL ADDRESS FOR COMPLAINTS ABOUT RED

[illegible]

Gulf Shores, GC power reduction issue, explained back of agreement line 15, and also explained she stil

cust stated and i ad v him tht this could be problem/walker_1/6572/at1

ower reduction, cust was upset, gave her address to write to complain about reduction.....ap

may want to consider changing. . We also have a POWER REDUCTION in the Aus

